## Year-to-Date Data Through March

| ST Express Bus | YTD 2010 | YTD 2011 | YTD Budget | Notes |
|---|---|---|---|---|
| Revenue Vehicle Hours Operated[1] | 134,014 | 139,659 | 142,040 | Despite 7 percent growth in overall ridership, some ST Express productivity measures fell short of budgeted levels. Ridership targets were adjusted downward after the publication of the budget performance measures as the continuing economic downturn has slowed growth in ridership below budgeted levels.<br><br>Rising fuel costs combined with lower than budgeted riders caused cost per boarding to increase. |
| Revenue Vehicle Miles Operated | 2,778,468 | 2,897,508 | 2,890,519 | |
| Trips Operated | 107,650 | 114,732 | 110,765 | |
| Platform Hours Operated | 170,099 | 174,656 | 173,463 | |
| Boardings | 2,988,744 | 3,183,722 | 3,329,704 | |
| Boardings per Revenue Hour | 22.30 | 22.80 | 23.44 | |
| Boardings per Trip | 27.76 | 27.75 | 30.06 | |
| Cost per Boarding[2] | $5.95 | $6.97 | $6.70 | |
| Percentage of Scheduled Trips Operated | 99.93% | 99.91% | ≥ 99.80% | |
| On Time Performance[3] | 83.06% | 90.22% | ≥ 85.00% | |
| Customer Complaints per 100,000 Boardings | 17.40 | 11.59 | < 15 | |
| Preventable Accidents per 100,000 Platform Miles[4] | 0.56 | 0.47 | ≤ 0.80 | |
| **Sounder Commuter Rail** | **YTD 2010** | **YTD 2011** | **YTD Budget** | **Notes** |
| Revenue Vehicle Hours Operated[1] | 9,251 | 9,446 | 9,780 | Sounder ridership did not meet published budgeted levels due in large part to the trips canceled due to mudslides on the North line, as shown in the Percentage of Scheduled Trips Operated measure. Overall boardings per hour and per trip met budgeted levels, but targets dependent on total ridership were below target.<br><br>Rising fuel costs were a large factor in not meeting the cost per boarding target. |
| Revenue Vehicle Miles Operated | 362,406 | 367,319 | 381,402 | |
| Trips Operated | 1,622 | 1,618 | 1,696 | |
| Boardings | 581,072 | 574,295 | 592,813 | |
| Boardings per Revenue Vehicle Hour | 62.81 | 60.80 | 60.61 | |
| Boardings per Trip | 358.24 | 354.94 | 349.64 | |
| Cost per Boarding[2] | $17.24 | $14.05 | $13.25 | |
| Percentage of Scheduled Trips Operated | 98.42% | 95.43% | ≥99.50% | |
| On Time Performance[3] | 97.78% | 95.93% | ≥95.00% | |
| Customer Complaints per 100,000 Boardings | 11.53 | 12.38 | < 15 | |
| Preventable Accidents per 100,000 Vehicle Miles[4] | 0.00 | 0.00 | ≤1.00 | |
| **Central Link Light Rail** | **YTD 2010** | **YTD 2011** | **YTD Budget** | **Notes** |
| Revenue Vehicle Hours Operated[1] | 35,213 | 29,325 | 34,572 | Central Link ridership failed to meet budgeted ridership growth levels, but was still 19% higher than the same period in 2010. Customer acceptance of the Link system continues to grow, and staff continues to analyze ridership trends to develop more accurate ridership forecasts, particularly in showing monthly ridership changes. |
| Revenue Vehicle Miles Operated | 663,423 | 550,675 | 706,191 | |
| Trips Operated | 22,458 | 22,352 | 23,132 | |
| Boardings | 1,389,287 | 1,653,134 | 2,494,374 | |
| Boardings per Revenue Vehicle Hour | 39.45 | 56.37 | 72.15 | |
| Boardings per Trip | 61.86 | 73.96 | 107.83 | |
| Cost per Boarding[2] | $9.30 | $7.45 | $4.98 | |
| Percentage of Scheduled Trips Operated | 99.92% | 99.46% | ≥98.50% | |
| On Time Performance[3] | 89.95% | 93.57% | ≥90.00% | |
| Customer Complaints per 100,000 Boardings | 10.37 | 3.85 | < 15 | |
| Preventable Accidents per 100,000 Vehicle Miles[4] | 0.00 | 0.06 | ≤ 0.30 | |
| **Tacoma Link Light Rail** | **YTD 2010** | **YTD 2011** | **YTD Budget** | **Notes** |
| Service Hours Operated[1] | 2,399 | 2,405 | 2,404 | Tacoma Link met all performance measures during Q1 2011. |
| Service Miles Operated | 22,248 | 22,304 | 22,209 | |
| Trips Operated | 14,396 | 14,432 | 14,662 | |
| Boardings | 214,400 | 235,101 | 222,847 | |
| Boardings per Service Vehicle Hour | 89.36 | 97.74 | 92.69 | |
| Boardings per Trip | 14.89 | 16.29 | 15.20 | |
| Cost per Boarding[2] | $4.08 | $3.33 | $4.60 | |
| Percentage of Scheduled Trips Operated | 99.85% | 100.00% | ≥98.50% | |
| On Time Performance[3] | 98.46% | 100.00% | ≥98.50% | |
| Customer Complaints per 100,000 Boardings | 1.40 | 2.08 | < 15 | |
| Preventable Accidents per 100,000 Vehicle Miles[4] | 0.00 | 0.00 | ≤ 1.66 | |

Lagging 2011 budget or standard

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
3-On-time performance standards are described in the budget. For Central Link, On Time Performance is measured on the basis of Headways, or scheduled intervals between trips.
4-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.





# Service Delivery Quarterly Performance Report

## Q1 Systemwide Boardings

| Boardings by Service Type | First Quarter 2010 | First Quarter 2011 | First Quarter %Δ | Approved 2011 Annual SIP Projections[1] |
|---|---|---|---|---|
| ST Express Bus | 2,988,744 | 3,183,722 | 7% | 13.8 mil |
| Sounder Commuter Rail | 581,072 | 574,295 | -1% | 2.5 mil |
| Central Link | 1,389,287 | 1,653,134 | 19% | 10.3 mil |
| Paratransit | 19,539 | 21,755 | 11% | 0.1 mil |
| Tacoma Link | 214,400 | 235,101 | 10% | 0.9 mil |
| **Total Boardings** | **5,193,043** | **5,668,007** | **9%** | **27.6 mil** |
| **Average Weekday Bdgs** | **70,678** | **77,069** | **9%** | **92,817** |

[1] Subsequent to the development and approval of the 2011 SIP, fall 2010 ridership numbers were collected and were lower than expected, necessitating a recalculation of the 2011-2016 forecasts for internal planning purposes. The 2012 SIP will incorporate the revised forecast.

All Sound Transit modes showed increases for the First Quarter of 2011 except Sounder commuter rail. Total Sound Transit boardings were up 9 percent and average weekday boardings increased by the same amount. Higher gasoline prices appear to be increasing transit ridership nationwide as well as in the Central Puget Sound area.

The Central Link results reflect the first full quarter-to-quarter comparison of light rail ridership with the Sea-Tac Airport extension in place (the Airport extension opened Dec. 19, 2009). Total Central Link boardings increased by 19 percent, and average weekday boardings increased by 27 percent. Central Link Paratransit also showed growth, with average daily boardings increasing by 11 percent. There were no major service changes or disruptions during the quarter.

ST Express bus ridership increased by 7 percent, and average weekday boardings increased by 6 percent. Apart from the March 20 opening of the Mountlake Terrace Freeway Station, there were no major service changes or disruptions during the quarter.

Tacoma Link boardings showed a healthy 10 percent increase, continuing an upward trend that started during Third Quarter 2010. There were no changes in service or major service disruptions during the quarter.

Sounder commuter rail boardings declined by 1 percent. Mudslides along the Puget Sound shoreline between Seattle and Everett caused numerous train cancellations, reducing average weekday boardings on the North Line by 20 percent for the quarter. Relatively stable ridership on the South Line and increases in event train ridership helped to keep the overall Sounder decline to less than 2 percent.

Specific mode and individual route trends are discussed on page 2.

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## First Quarter Ridership Highlights

**ST Express Bus** boardings were up 7 percent and average weekday boardings were up 6 percent, reversing a downward trend that started during Third Quarter 2010. In Snohomish County, the March 20 opening of the new Mountlake Terrace Freeway Station occurred too late in the quarter to have much effect on ridership totals. Nevertheless, all Snohomish County bus routes showed significant growth. Route 510 (Everett-Seattle) absorbed some of the regular Everett Sounder ridership when commuter rail service was disrupted by mudslides during March. In East King County, ridership increased on all routes except Routes 555/556 (Issaquah-Northgate) and 560 (Bellevue-West Seattle). New Route 542 (Redmond-U District), introduced on Oct. 2, 2010, recorded almost 63,000 boardings compared with just over 45,000 boardings during Fourth Quarter 2010. With the exception of Route 560, South King County and Pierce County routes all experienced growth. Boardings on Routes 577/578 (Seattle -Federal Way-Puyallup) increased by 46 percent because of the all-day weekday schedule introduced on Route 578 in February 2010, reflecting a full year's worth of ridership growth on this expanded service. Overall ST Express ridership growth was slightly below the targets published in the budget for the quarter.

**Sounder Commuter Rail** boardings were down by 1 percent, falling short of the targets published in the budget for the quarter. Ridership on the North Line was severely impacted by mudslide-related service disruptions. During March, North Line commuter service was cancelled or only partially operated for seven weekdays. South Line commuter service operated largely without disruption and ridership was stable with an almost imperceptible 0.2 percent decrease. More weekend event train boardings took place in 2011 compared with First Quarter 2010, and this helped keep the overall Sounder decrease below 2 percent.

**Central Link Light Rail** showed an overall increase of almost 264,000 boardings or 19 percent. However, this did not meet the targets published in the budget for the quarter. Staff will watch boarding totals closely during the next two quarters to see if Central Link repeats the seasonal trends recorded during 2010.

**Tacoma Link Light Rail** showed strong ridership growth during the First Quarter, with total boardings increasing by 10 percent and average weekday boardings increasing by 9 percent. Boardings exceeded the targets published in the budget for the quarter. Major Tacoma Dome events and increased levels of Convention Center activities appear to have helped ridership totals, especially on weekends.

### ST Express Boardings by Route

| | Route | Q1 2010 | Q1 2011 | %Δ |
|---|---|---|---|---|
| 510 | Everett-Seattle | 204,347 | 227,458 | 11% |
| 511 | Lynnwood-Seattle | 226,511 | 251,062 | 11% |
| 513 | Everett-Seattle | 13,847 | 17,440 | 26% |
| 522 | Woodinville-Seattle | 239,673 | 249,581 | 4% |
| 532 | Everett-Bellevue | 81,849 | 92,735 | 13% |
| 535 | Lynnwood-Bellevue | 103,237 | 112,161 | 9% |
| 540 | Kirkland-U. District | 77,035 | 79,345 | 3% |
| 542 | Overlake-U. District | 0 | 62,772 | N/A |
| 545 | Redmond-Seattle | 406,446 | 407,748 | 0% |
| 550 | Bellevue-Seattle | 454,621 | 463,176 | 2% |
| 554 | Issaquah-Seattle | 166,866 | 182,792 | 10% |
| 555/556 | Issaquah-Northgate | 70,853 | 58,815 | -17% |
| 560 | West Seattle-SeaTac-Bellevue | 166,505 | 139,875 | -16% |
| 564 | South Hill-Overlake | 30,328 | 0 | -100% |
| 565 | Federal Way-Overlake | 35,742 | 0 | -100% |
| 566 | Auburn-Overlake | 81,524 | 132,241 | 62% |
| 574 | Lakewood-SeaTac | 140,370 | 148,294 | 6% |
| 577/578 | Seattle-Federal Way/Puyallup | 115,484 | 168,913 | 46% |
| 582 | Bonney Lake-Tacoma | 5,707 | 0 | -100% |
| 586 | Tacoma-U. District | 31,115 | 34,497 | 11% |
| 590-595 | Lakewood/Tacoma-Seattle | 331,859 | 349,928 | 5% |
| 599 | Lakewood-Tacoma | 4,349 | 4,889 | 12% |
| | Total[1] | 2,988,744 | 3,183,722 | 7% |
| | Avg Weekday Bdgs[1] | 41,479 | 44,035 | 6% |

### Sounder Commuter Rail Boardings by Corridor

| | Q1 2010 | Q1 2011 | %Δ |
|---|---|---|---|
| **North Line** | | | |
| Commuter | 67,507 | 48,201 | -29% |
| Special | 3,342 | 6,808 | 104% |
| Subtotal | 70,849 | 55,009 | -22% |
| **South Line** | | | |
| Commuter | 504,074 | 503,249 | -0% |
| Special | 6,150 | 16,037 | 161% |
| Subtotal | 510,224 | 519,286 | 2% |
| Total | 581,072 | 574,295 | -1% |
| Avg Weekday Bdgs | 9,073 | 8,616 | -5% |

### Central Link Light Rail Boardings

| | Q1 2010 | Q1 2011 | %Δ |
|---|---|---|---|
| Total | 1,389,287 | 1,653,134 | 19% |
| Avg Weekday Bdgs | 16,979 | 20,987 | 24% |

### Tacoma Link Light Rail Boardings

| | Q1 2010 | Q1 2011 | %Δ |
|---|---|---|---|
| Total | 214,400 | 235,101 | 10% |
| Avg Weekday Bdgs | 2,930 | 3,188 | 9% |

### Paratransit Boardings

| | Q1 2010 | Q1 2011 | %Δ |
|---|---|---|---|
| Total | 19,539 | 21,755 | 11% |
| Avg Weekday Bdgs | 217 | 242 | 11% |

1-Does not include Downtown Seattle ride free boardings



## First Quarter Data

| ST Express Bus | YTD 2009 | YTD 2010 | YTD 2011 | YTD Budget |
|---|---|---|---|---|
| Revenue Vehicle Hours Operated[1] | 127,059 | 134,014 | 139,659 | 142,040 |
| Revenue Vehicle Miles Operated | 2,581,839 | 2,778,468 | 2,897,508 | 2,890,519 |
| Trips Operated | 100,126 | 107,650 | 114,732 | 110,765 |
| Platform Hours Operated | 161,057 | 170,099 | 174,656 | 173,463 |
| Boardings | 3,043,261 | 2,988,744 | 3,183,722 | 3,329,704 |
| Boardings per Revenue Hour | 23.95 | 22.30 | 22.80 | 23.44 |
| Boardings per Trip | 30.39 | 27.76 | 27.75 | 30.06 |
| Cost per Boarding[2] | $6.76 | $5.95 | $6.97 | $6.70 |
| Percentage of Scheduled Trips Operated | 99.95% | 99.93% | 99.91% | ≥ 99.80% |
| On Time Performance[3] | 93.96% | 83.06% | 90.22% | ≥ 85.00% |
| Customer Complaints per 100,000 Boardings | 13.34 | 17.40 | 11.59 | < 15 |
| Preventable Accidents per 100,000 Platform Miles[4] | 0.65 | 0.56 | 0.47 | ≤ 0.80 |
| **Sounder Commuter Rail** | **YTD 2009** | **YTD 2010** | **YTD 2011** | **YTD Budget** |
| Revenue Vehicle Hours Operated[1] | 7,766 | 9,251 | 9,446 | 9,780 |
| Revenue Vehicle Miles Operated | 303,965 | 362,406 | 367,319 | 381,402 |
| Trips Operated | 1,470 | 1,622 | 1,618 | 1,696 |
| Boardings | 614,956 | 581,072 | 574,295 | 592,813 |
| Boardings per Revenue Vehicle Hour | 79.18 | 62.81 | 60.80 | 60.61 |
| Boardings per Trip | 418.34 | 358.24 | 354.94 | 349.64 |
| Cost per Boarding[2] | $11.94 | $17.24 | $14.05 | $13.25 |
| Percentage of Scheduled Trips Operated | 98.79% | 98.42% | 95.43% | ≥99.50% |
| On Time Performance[3] | 97.01% | 97.78% | 95.93% | ≥95.00% |
| Customer Complaints per 100,000 Boardings | 16.10 | 11.53 | 12.38 | < 15 |
| Preventable Accidents per 100,000 Vehicle Miles[4] | 0.00 | 0.00 | 0.00 | ≤1.00 |
| **Central Link Light Rail** | **YTD 2009** | **YTD 2010** | **YTD 2011** | **YTD Budget** |
| Revenue Vehicle Hours Operated[1] | N/A | 35,213 | 29,325 | 34,572 |
| Revenue Vehicle Miles Operated | N/A | 663,423 | 550,675 | 706,191 |
| Trips Operated | N/A | 22,458 | 22,352 | 23,132 |
| Boardings | N/A | 1,389,287 | 1,653,134 | 2,494,374 |
| Boardings per Revenue Vehicle Hour | N/A | 39.45 | 56.37 | 72.15 |
| Boardings per Trip | N/A | 61.86 | 73.96 | 107.83 |
| Cost per Boarding[2] | N/A | $9.30 | $7.45 | $4.98 |
| Percentage of Scheduled Trips Operated | N/A | 99.92% | 99.46% | ≥98.50% |
| On Time Performance[3] | N/A | 89.95% | 93.57% | ≥90.00% |
| Customer Complaints 100,000 Boardings | N/A | 10.37 | 3.85 | < 15 |
| Preventable Accidents per 100,000 Vehicle Miles[4] | N/A | 0.00 | 0.06 | ≤ 0.30 |
| **Tacoma Link Light Rail** | **YTD 2009** | **YTD 2010** | **YTD 2011** | **YTD Budget** |
| Service Hours Operated[1] | 2,368 | 2,399 | 2,405 | 2,404 |
| Service Miles Operated | 22,974 | 22,248 | 22,304 | 22,209 |
| Trips Operated | 14,359 | 14,396 | 14,432 | 14,662 |
| Boardings | 227,300 | 214,400 | 235,101 | 222,847 |
| Boardings per Service Vehicle Hour | 95.98 | 89.36 | 97.74 | 92.69 |
| Boardings per Trip | 15.83 | 14.89 | 16.29 | 15.20 |
| Cost per Boarding[2] | $4.20 | $4.08 | $3.33 | $4.60 |
| Percentage of Scheduled Trips Operated | 99.89% | 99.85% | 100.00% | ≥98.50% |
| On Time Performance[3] | 99.89% | 98.46% | 100.00% | ≥98.50% |
| Customer Complaints per 100,000 Boardings | 0.00 | 1.40 | 2.08 | < 15 |
| Preventable Accidents per 100,000 Vehicle Miles[4] | 0.00 | 0.00 | 0.00 | ≤ 1.66 |

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
3-On-time performance standards are described in the budget. For Central Link, On Time Performance is measured on the basis of Headways, or scheduled intervals between trips.
4-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.